

Superior Court of CA, County of Siskiyou
Performance Assessment Project:
First Year System Implementation Process

July 1, 2002

Step 1 – Conduct Division/Functional Unit Analyses [Unit Work-Teams – June-October, 2002]

- Draft and review process statistical summaries
- Conduct infrastructure reviews
- Identify strategic plan implications
- Identify priority project and budget implications
- Prepare unit summary

Step 2 – Conduct Trends Assessment [Strategic Planning Committee – October, 2002]

- Identify trends
- Identify general trend implications
- Identify specific trend implications on:
 - ✓ substance of law;
 - ✓ quantity and quality of demands on the court; and
 - ✓ court infrastructure

Step 3 – Synthesize Division/Functional Analyses [Strategic Planning Coordinator – November, 2002]

- Identify common themes, deficiencies, or patterns
- Prepare summary

Step 4 – Update Strategic Issue, Goals, and Objectives [Strategic Planning Coordinator and Strategic Planning Committee – November, 2002]

- Review and revise issues, goals, and objectives
- Identify two year priorities

Step 5 – Revise Biannual Priority Project Action Plans [Court Administrators – November-December, 2002]

- Identify priority projects for coming two years
- Prepare priority project descriptions and work plans

Step 6 – Summarize Budget Implications [Court Administrators – November-December, 2002]

- Assign resources to priority projects

- Prepare budget documents

Step 7 – Conduct Biannual Court-Wide Review Session [All Court Personnel]

- Review trends assessment
- Review performance reports
- Review strategic plan revisions
- Review priority projects

Step 8 – Prepare Biannual State of the Court Report [Strategic Planning Coordinator and Court Administrators]

- Prepare biannual state of the court report

Step 9 – Report to the Public and Justice Partners [Court Administrators]

- Prepare media materials
- Conduct justice partner information session

Questions to be Answered In a Biannual Strategic Planning Assessment

On Strategy Implementation	<ul style="list-style-type: none"> ▪ What have we accomplished to date on each of the strategies and the goals outlined in our strategic plan? ▪ In particular, which of the objectives we planned to complete were actually completed? ▪ Which objectives were not completed? Where were we wrong about something?
On Expected v. Actual Outcomes	<ul style="list-style-type: none"> ▪ What have been the qualitative and quantitative results of our efforts to date? ▪ Do the results match what we expected to see? ▪ How could we have achieved more? ▪ What appears to have been the other intended and unintended consequences of our actions in pursuit of strategies?
On Resource Utilization	<ul style="list-style-type: none"> ▪ Are we able to use resources, including staff, money, information, technology, facilities, and political support, as we had planned? ▪ Are we using more or different resources than we had anticipated?
On Corrective Actions	<ul style="list-style-type: none"> ▪ What reasons may explain outcomes different from those we expected? ▪ What, if any, corrective actions should be considered and/or implemented to get us back on track?
On Trends	<ul style="list-style-type: none"> ▪ Have there been trend developments with major implications for our Vision? our strategic issues? our strategies? ▪ How might we modify the strategic plan, and others plans to accommodate new and/or changing trends?

Superior Court of CA, County of Siskiyou
Performance Assessment Project:
Second, Third, and Fourth Year Activities (2003 and 2004)

July 1, 2002

Year 2 – 2003

- Conduct annual court-wide review session (Jan./February, 2003)
- Prepare annual state of the court report (March, 2003)
- Report performance assessment results to public and justice partners (April, 2003)
- Participate in National Association for Court Management performance measurement panel (July, 2003)
- Prepare performance measurement map for unified family court case processing (June - August, 2003)
- Implement data collection and analysis tools for unified family court cases
- Conduct focus groups (August – October, 2003)
- Conduct survey of justice partners (August – October, 2003)
- Conduct court user survey (August – October, 2003)

Year 3 – 2004

- Implement recruitment and hiring process performance measurement (January – December, 2004)
- Conduct community survey (May – June, 2004)
- Conduct court user survey June – August, 2004)
- Conduct divisional/functional unit analyses (June – October, 2004)
- Conduct trends assessment (October, 2004)
- Synthesize Division/functional analyses (November, 2004)
- Update strategic issues, goals, and objectives (November – December, 2004)
- Revise biannual priority project action plan (November – December, 2004)
- Summarize budget implications (November – December, 2004)

Year 4 – 2005

- Conduct biannual court-wide review session (January, 2005)
- Prepare biannual state of the court report (March, 2005)
- Report performance measurement findings (April, 2005)